

ABSTRACT OF THE DISCLOSURE

Methods and apparatus for suggesting upgrades in response to printer errors. In one embodiment, a printer contains an error detecting device and an embedded Web server in communication with a global computer network. If printer errors are detected, error messages are generated. Each error message is conveyed through the embedded Web server to an external computer. The external computer may receive error information conveyed by a large number of printers, which can optionally be monitored and analyzed. Information on a selection of printer upgrades is maintained in a memory of the external computer. The external computer compares each error message received to this selection, if an upgrade corresponding to an error message is available, the system conveys a message detailing the availability of the upgrade.